

## ATTENTION SYMBOLS, WARNING SYMBOLS, AND GRAY BOXES

You *must* be aware of safety when you install and use this system. This *User Guide* provides various procedures. If you do some of these procedures carelessly, you could *injure* or *kill* yourself or damage equipment or property. Some other procedures require special attention.

**WARNING!** The **WARNING!** symbol means that if you are not careful,



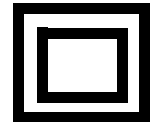
You could *injure* or *kill* yourself, or  
You could damage equipment or property.

**ATTENTION!** The **ATTENTION!** symbol means you should pay special attention to:



Important instructions for using the system, or  
Important instructions for maintaining the system.

**WARNING!** The Double Insulation Symbol (shown at right) alerts qualified service personnel to use only identical replacement parts in this apparatus.



## FOR YOUR SAFETY

**WARNING!** Do *not* try to open the case of the receiver. There is risk of electrical shock, which may cause damage to the receiver and/or personal injury or death to you. There are *no* user-serviceable parts inside the receiver. Opening the receiver case or making unauthorized changes will void the warranty.



**WARNING!** To reduce the risk of fire or electric shock, do *not* expose this appliance to rain or moisture.



## IMPORTANT SOFTWARE NOTICE!

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**Note:** This *User Guide* covers the DishPro 301 receiver, and software models DP301. This *Guide* may cover other devices, not listed here.

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Please send comments or questions about this *User Guide* to: *Technical Publications, EchoStar Technologies Corporation, 94 Inverness Terrace East, Englewood, Colorado 80112.*

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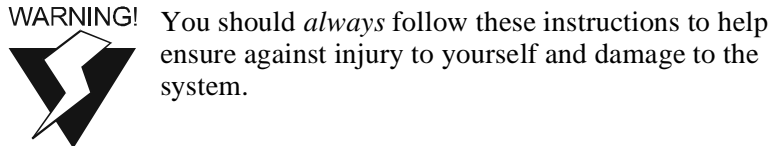
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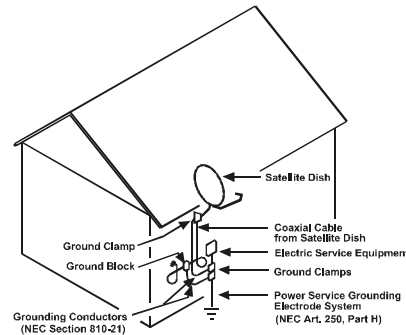
# Safety Instructions

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1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with a dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
11. Use only attachments/accessories specified by the manufacturer.
12. Unplug this apparatus during lightning storms or when unused for long periods of time.
13. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as the power supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

**Note to Satellite TV System Installer:** This reminder is provided to call the satellite TV system installer's attention to Article 820-40 of the *National Electrical Code* (NEC) that provides guidelines for proper grounding and, in particular, specifies that the cable ground shall be connected to the grounding system of the building as close to the point of cable entry as practical.



### Safety Tips

- Unplug the receiver from the AC power outlet *before* cleaning.
- The use of accessories or attachments not recommended by the receiver manufacturer will void the *Limited Warranty*.
- Do *not* place the receiver in an enclosure such as a cabinet without proper ventilation.
- Do not install the receiver in any area where the temperature can be less than 40°F or more than 113°F.
- Do *not* stack the receiver on top of or below other electronic devices.
- Operate the receiver using *only* the type of power source indicated on the marking label. Unplug the receiver power cord by gripping the power plug, *not* the cord.
- Do *not* overload wall outlets or extension cords, as this can result in a risk of fire or electrical shock.
- *Never* insert objects of any kind into the receiver through openings, as the objects may touch dangerous voltage points or short out parts. This could cause fire or electrical shock.
- *Make sure* that the outdoor parts of the antenna system are grounded in accordance with local, state, federal, and *National Electrical Code* (NEC) requirements.
- Do *not* locate the antenna near overhead light or power circuits, or where it can fall into such power lines or circuits. When installing the antenna, take *extreme* care to avoid touching such power lines or circuits, as contact with them can be *fatal*.
- Do *not* attempt to service the receiver yourself, as opening or removing covers may expose you to dangerous voltage, and will void the *Limited Warranty*. Refer all servicing to authorized service personnel.
- Use an outlet that contains surge suppression or ground fault protection. For added protection during a lightning storm, or when the receiver is left unattended and unused for long periods of time, unplug the power cord from the wall outlet, disconnect the lines between the receiver and the antenna, and disconnect the telephone line. This will provide some protection against damage caused by lightning or power line surges.

# Chapter 1

## Introduction

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### WELCOME TO DISH NETWORK™ AND DISH INTERACTIVE™

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Congratulations on choosing DISH Network. You are about to experience the excitement and convenience of Digital Broadcast Satellite (DBS) service, which delivers the very best in picture and sound quality. DISH Network consistently delivers state-of-the-art, satellite-delivered products and services — with high performance, ease of operation, and a wide variety of entertainment options.

Your new receiver supports DISH Interactive, an exciting new feature that lets you interact with your TV to obtain weather forecasts, play games, and obtain sporting information. In the future, DISH Interactive may even allow you to buy products associated with the shows you watch, participate in selected programs, and enjoy many other advanced features.

### ABOUT SATELLITE TELEVISION

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Satellite television uses a satellite in a stationary orbit over the Earth to deliver television and audio programming. This type of orbit enables the satellite to stay aligned over one place on the surface of the Earth.

Once the satellite dish is aimed at the satellite, the dish does not have to move to follow it.

### HOW TO USE THIS GUIDE

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For more information on any specific feature or function, read *Chapter 3, Using The System* beginning on page 13.

For information on assembling and installing a satellite system, read *Chapter 4, Installation Instructions* beginning on page 63.

You can look up information on specific topics in the *Table of Contents* or *Index*.

If you have a problem operating the system or receive an error message, use the *Troubleshooting Tables* beginning on page 99.

**Tip:** Channels that appear in red cannot be viewed because they are not part of your subscription. You can add channels to your subscription simply by calling DISH Network at 1-800-333-DISH.

## IF YOU NEED MORE ASSISTANCE

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If none of this helps, call Customer Service at 1-800-333-DISH (3474) or visit our home page on the Web at [www.dishnetwork.com](http://www.dishnetwork.com). You can also call the Customer Service number for information on professional installation.

## QUICK START GUIDE

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### STEP 1: ORDERING YOUR PROGRAMMING

1. If the receiver is off, press Power on the remote or press the Power button on the receiver.
2. Press Guide on the remote control.



You will see that some channels appear in white. These channels can be viewed immediately. However, many channels will be in red. You cannot view these channels until you order programming.

### TO ORDER PROGRAMMING

- Display the **Important System Information** screen on your receiver by pressing Sys Info on the remote.
- Call the Customer Service Center at 1-800-333-DISH (3474).
- A customer service representative will help you with your system and will discuss the various programming packages available.
- Choose a package and the representative will authorize your programming.
- Wait a few minutes and the channels you purchased will turn from red to white, and can now be viewed.

### STEP 2: FINDING PROGRAMS TO WATCH

First, make sure the green light on the front of your receiver is lit. If it is not, the receiver is turned off. Press the Power button on the remote or press the Power button on the receiver. There are three ways to find information on programs.

- Press the remote control Guide button. When the **Program Guide** opens, use the Up or Down Arrow to view information on other channels. Once you have highlighted a program in the **Program Guide**, press Select to watch it.

## Step 2: Finding Programs To Watch

**Note:** The **Program Guide** provides a complete listing of all programs available on all channels, including those that are not in your subscription (these channels have red backgrounds).

- While viewing a program, press the Browse (Right Arrow) button.



Then press either the Up or Down Arrow. The information on other channels will appear in the **Browse Banner** at the bottom of the screen. Press Select to watch the program.

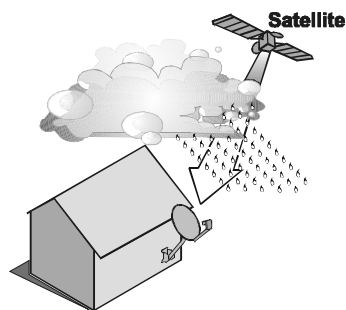
- Press the Menu button and select **Program Guide** from the **Main Menu**. When the **Program Guide** opens, use the Up or Down Arrow to view information on other channels. Once you have highlighted a program in the **Program Guide**, press Select to watch it.

**Note:** If you select a program that has not yet started, the receiver displays a **Create an Event Timer** menu (for more information on *Event Timers*, see page 33).

**Tip:** The system automatically displays programs based on the current day and time. You can advance the Guide to view information on future programs, but not programs that have already ended.

## SATELLITE SIGNAL QUALITY

### RAIN AND SNOW FADE



Heavy rain, snow, or cloud cover can block the satellite signal, which can interrupt your programming service. By aiming the satellite dish to get the strongest signal, you can help prevent rain and snow from interrupting the signal. Your service will return after the weather condition has passed.

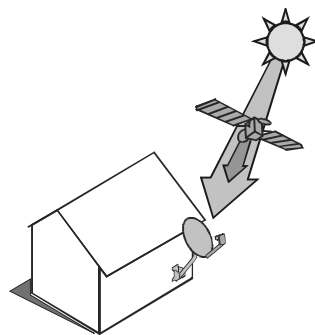
**Tip:** If you lose your picture, it's most likely due to heavy rain, snow or snow build-up on your dish.



#### **SOLAR INTERFERENCE**

Twice a year, the sun moves to a position behind the DISH Network satellite as it orbits the Earth. The exact time of the year that this occurs varies, depending on the location, but it is near the beginning of spring and again near the beginning of autumn.

When the sun is directly behind the satellite, solar energy overpowers the satellite signal for just a few minutes.



This is an unavoidable natural event for all television involving the use of satellites and has an adverse effect on many program providers. During this period, you will not be able to see programs on DISH Network. Once the sun has moved from behind the satellite, the programs will reappear.

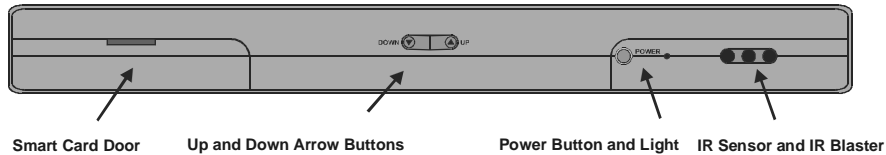
# Chapter 2

## The Parts of the System

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### THE RECEIVER FRONT PANEL

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#### ACCESS DOOR

The Smart Card should already be inserted in the receiver front panel slot, behind the door.

#### CONTROL BUTTONS

The front panel buttons give you some control over the receiver. These buttons work the same way as the matching remote control buttons, described in the chapter titled *Using the System*.

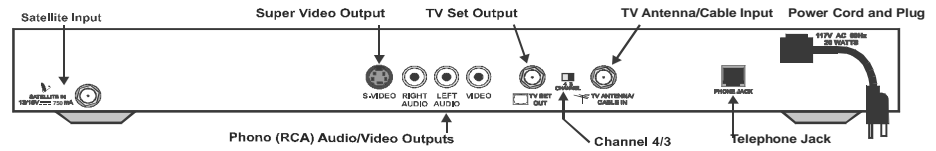
#### IR SENSOR AND IR BLASTER

The IR Sensor receives IR signals from the remote control. For information on the IR Blasters, see *page 41, Setting Up the Receiver and VCR to use VCR Event Timers*.

#### POWER LIGHT

This green light on the front panel lights up when you turn the receiver ON and goes out when you turn the receiver OFF.

## THE RECEIVER BACK PANEL



The back panel of the receiver provides the connections that you use to wire the receiver to other electronic devices. It also provides the receiver power cord and telephone jack. Depending on the wiring setup that you use, you may not use some of these connections, but they are available. See *Chapter 4 - Installation Instructions*, or the installation instructions that came with the system for more information.

## THE REMOTE CONTROL

**Note:** This remote control shown here is for example only. The remote that came with the receiver may be different.



For information on using the remote control, see *Chapter 3 - Using the System*.

For information on using the remote to control other devices, go to the section titled *Control Other Devices with the Remote*, beginning on page 53.

If you lose or damage the remote control, you will not be fully able to control the receiver. If this happens, call the Customer Service Center at 1-800-333-DISH (3474) to order a replacement. You will have to pay for the remote control, plus shipping and handling.

## REMOTE CONTROL BATTERIES

The remote control comes with AAA batteries. When you replace old batteries, you should replace *all* of the batteries. Use batteries of the same kind, *for example* alkaline or carbon zinc, and *don't* mix batteries of different kinds. Alkaline batteries last longer.

1. Press down on the top of the battery cover's slide the cover off.
2. Take out all of the old batteries.
3. Put the new batteries in. Make sure you match the plus (“+”) ends with the plus markings on the battery case.

Fit the battery cover's bottom tab back into the slot at the bottom of the battery case, and slide the cover back into place.



## THE MENUS

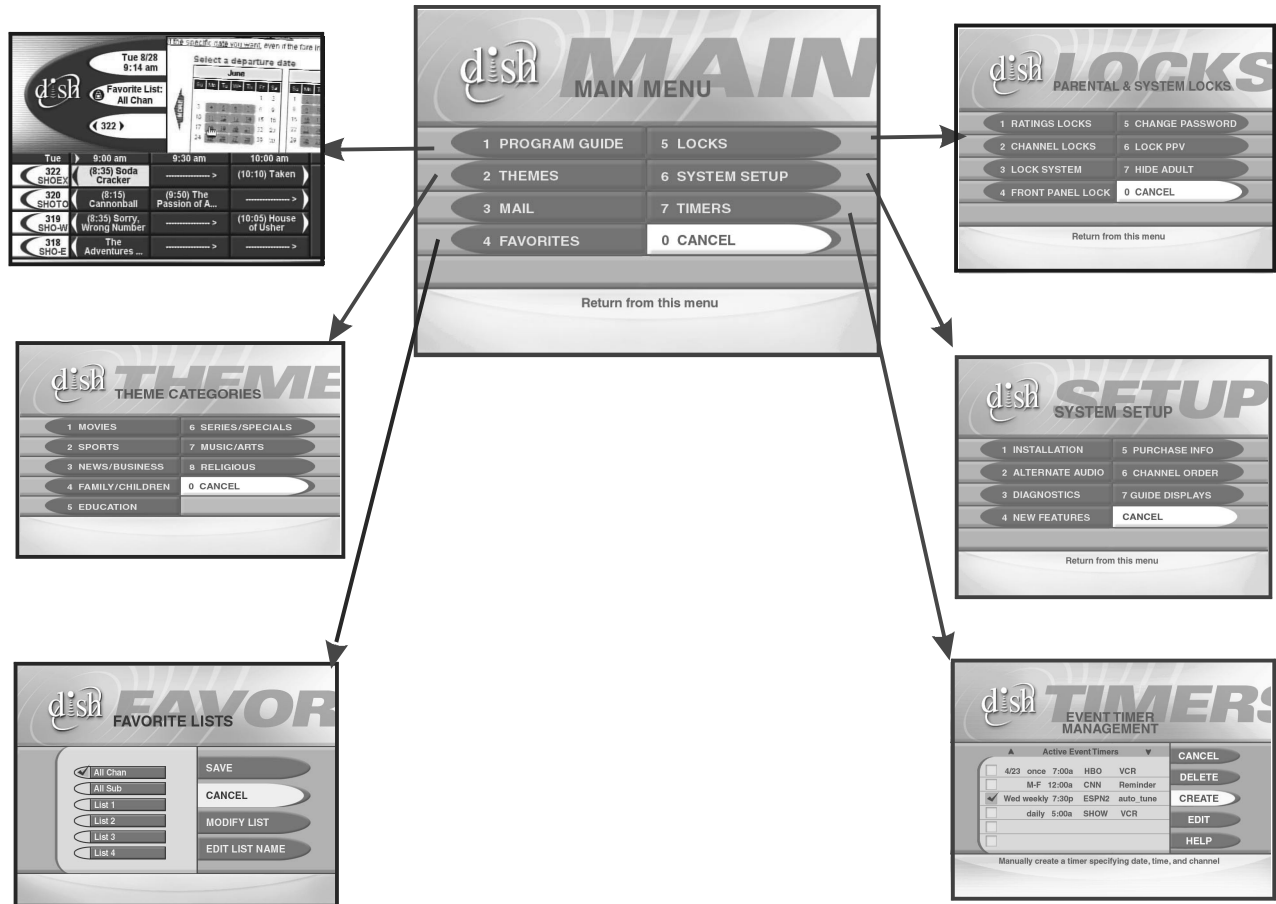
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The next few pages describe the menus that the receiver displays on the television screen. The diagram on the following page shows how the menus are related to each other. The section titled *Using the System* explains in more detail how to use the menus to operate the system.

## THE MENU STRUCTURE

This diagram shows how the menus that the receiver displays on the television screen relate to one another. The next few pages describe these menus. The rest of this chapter explains in more detail how to use the menus to operate the system.

**Note:** The **Mail** feature is *only* for delivery of DISH Network messages to you, and *only* under special circumstances.



## MAIN MENU

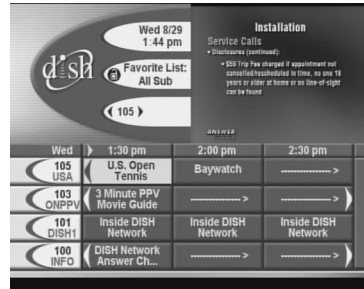
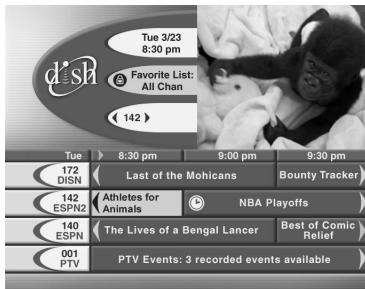
The **Main Menu** is the key to the menus. Each option on this menu displays another menu.



## PROGRAM GUIDE

The **Program Guide** lists the available channels and programs. It also has a one-quarter screen video window option that shows the last program you were viewing.

**Note:** Your Program Guide will look like one of the two shown below.



## THEME CATEGORIES MENU

The **Theme Categories** menu allows you to choose programs based on their contents.



**Tip:** Love sports or movies? Choose one of these themes and the system immediately displays a list of all programs on at the current time that fit the selected category. See page 30 for details.

**Tip:** This menu is where you start to set up lists of your favorite channels. For details on setting up these lists, see page 31.

**Tip:** Want to keep your kids from watching certain channels or programs? Here's where you can set locks to keep them out. For complete details, see page 42.

#### FAVORITE LISTS MENU

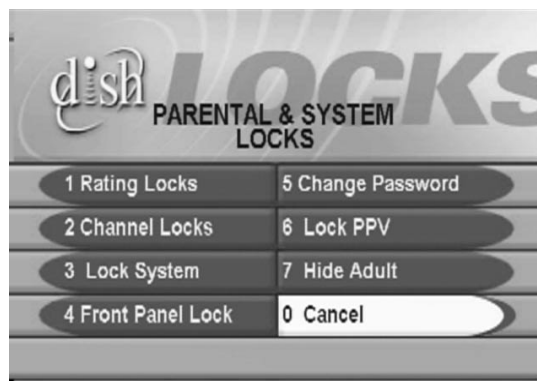
The **Favorite Lists** menu allows you to create, change, and activate lists of favorite channels.

**Note:** Your **Favorite Lists** menu will look like one of the two shown here.



#### PARENTAL AND SYSTEM LOCKS MENU

The **Parental and System Locks** menu allows you to set and use locks.



## SYSTEM SETUP MENU

The **System Setup** menu provides several features that help you set up and maintain the system.



## TIMER MENU

The **Timers Menu** allows you to set up the receiver to tune in and/or record a future “event,” that is, a program.



**Tip:** This menu lets you set timers to remind you when that important program is on. Or you can set timers to video-tape events. See page 40 for complete details.



#### THE BROWSE BANNER

You can use the **Browse Banner** (press the Right arrow on the remote control) to change channels, or to see what other programs are available without changing the program that you are watching. The receiver displays information on the program you are watching at the top of the screen and Browse Banner information at the bottom of the screen.

**Note:** Your Browse Banner may look a bit different than the one shown here.

